

FIG. 1

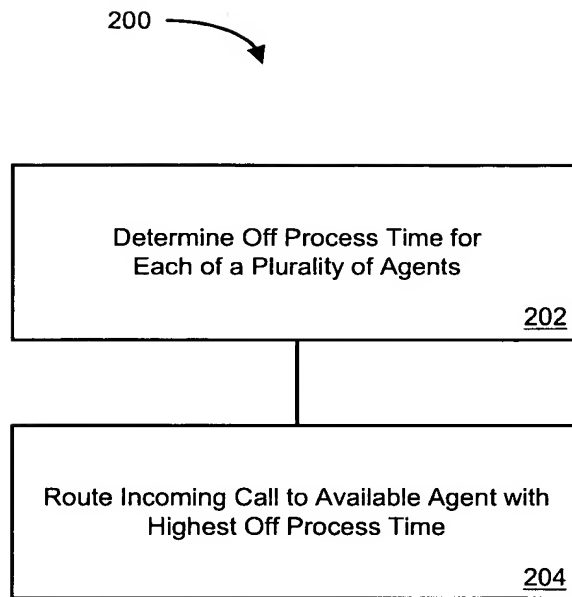



FIG. 2

220 

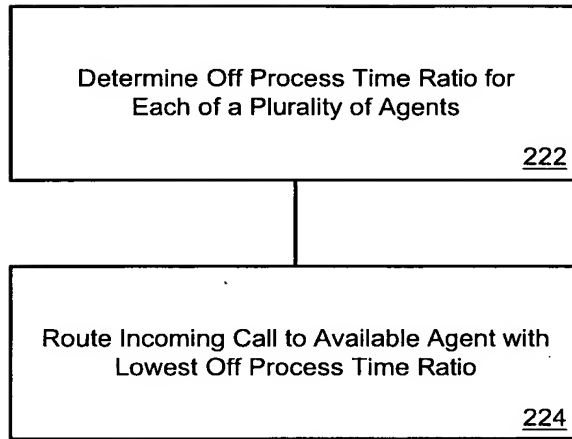


FIG. 3

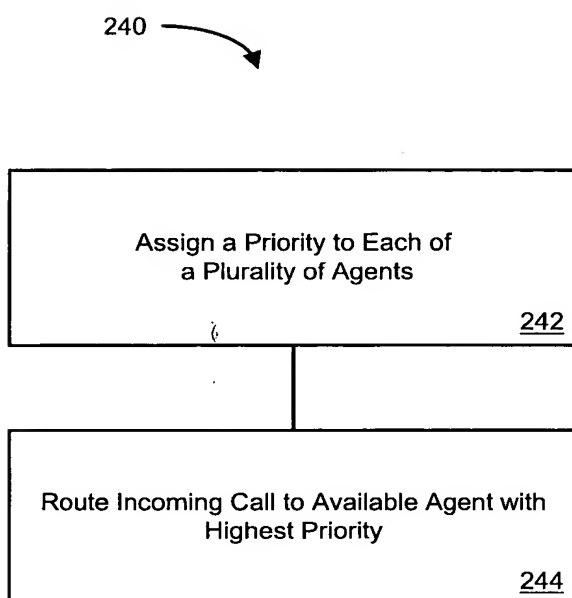


FIG. 4

260 

Assign Each of a Plurality of Agents to Either a
Primary Group or a Secondary Group

262

If Possible, Route an Incoming Call to an
Available Agent in the Primary Group

264

If possible, Route the Incoming Call to an
Available Agent in the Secondary Group if all of
the Agents in the Primary Group are
Unavailable

266

FIG. 5

260

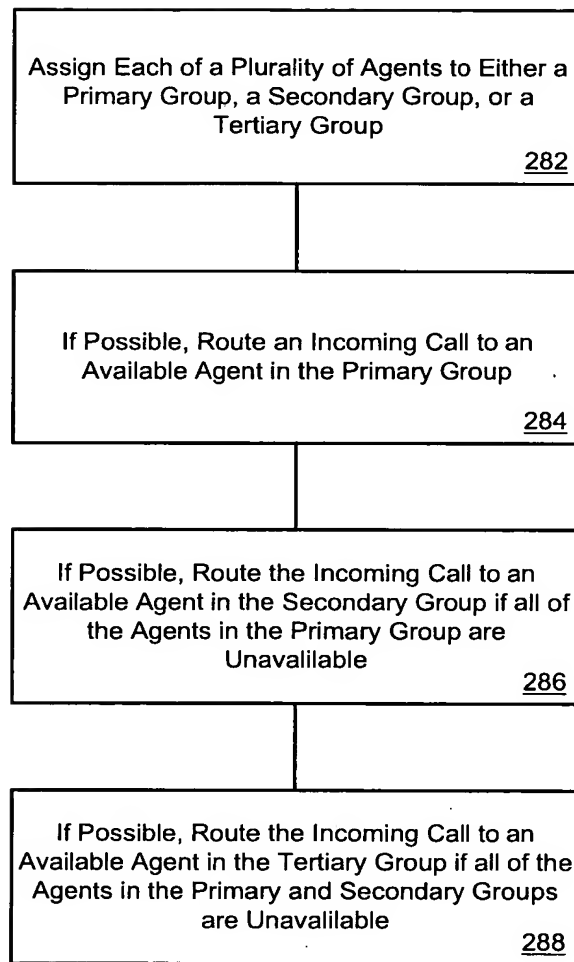



FIG. 6

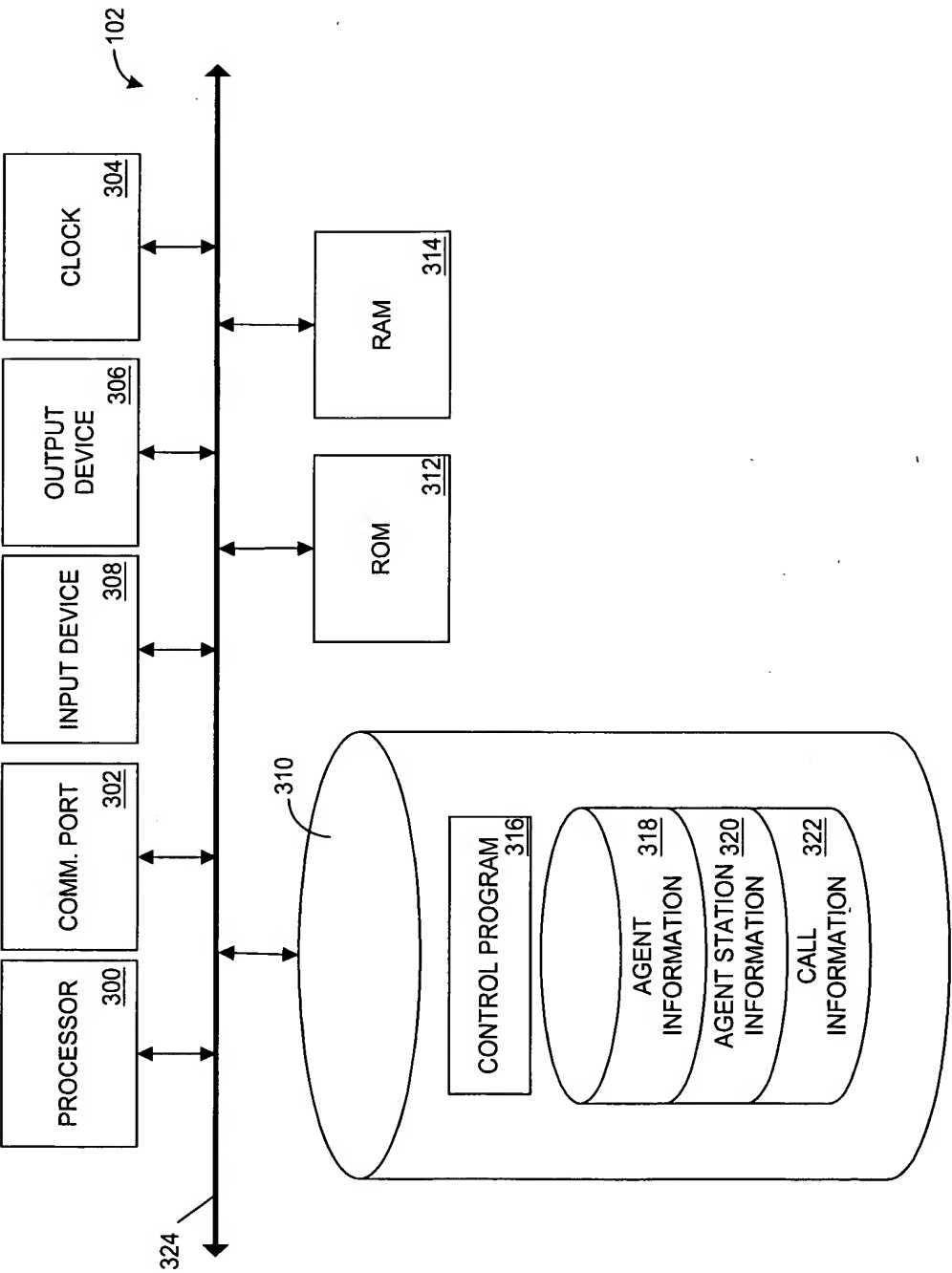


FIG. 7